

FROM :

FAX NO. :

Apr. 13 1999 04:38PM P1

**PRTC**P.O. Box 360998, San Juan, P.R. 00936-0998  
TELEPHONE OUTAGE REPORT

TEL. (787) 749-5500

FAX (787) 792-9044

TO: F.C.C.

FAX (202) 418-2813  
TEL (202) 418-1500

DATE: 4/13/99

TOWN AFFECTED: GUAYANILLA 835

TOTAL CUSTOMER AFFECTED: 33,472

SERVICE AFFECTED: LONG DISTANCE

HOUR

MIN.

DATE OF OUTAGE: 4/3/99

TIME:

13

30

DATE IN SERVICE: 4/3/99

TIME:

15

40

LOST CALLS: 100,416

DURATION:

2

10

## CAUSE OF TROUBLE:

A fault in OC-12 system from Yauco to Guayanilla with two bad circuit packs BBG-11 and DLIU-23G.

EQUIPMENT:

LOC:

SERVICE RESTORAL STEPS: Technician replaced the two circuit packs and system return to service.

- FUTURE STEPS TO PREVENT OUTAGE:

COMMENTS:

FINAL REPORT



99-45  
update

**April 23, 1999**

**Mr. Dale Hatfield  
O.E.T.  
Federal Communications Commission  
2000 M Street, N. W. Room 480  
Washington, D.C. 20584**

**Re: Final Service Disruption Report**

**Dear Mr. Hatfield:**

**Pursuant to the requirement with FCC order Docket 91-273, Puerto Rico Telephone Company submits a Final Service Disruption Report for a service outage that occurred on APRIL 3, 1999.**

**The attached final report completes our response submitted at that date. This report includes an update of the information previously provided.**

**If you have any question concerning this report, please contact me at (787) 749-2121.**

**Sincerely,**

  
**Pedro López Tabío  
Director  
Network Operations Center**

**/vc**

**Encl.**

**c: Eng. / Messrs.**

**Joaquín Rivera  
Rodaldenis Rivera  
David Robinson  
Antonio Marrero  
Mario Valentín  
Angel Marcano**

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<b>CAUSE OF TROUBLE:</b> A fault in OC-12 system from Yauco to Guayanilla with two bad circuit packs BBG-11 and DLIU-23G.	
EQUIPMENT:	LOC:
SERVICE RESTORAL STEPS: Technician replaced the two circuit packs and system return to service.	
FUTURE STEPS TO PREVENT OUTAGE: Recommendations will be given to Trunk Service Department to route T-1 lines such as trunk and SS-7 link by different fiber optic terminals (using OC-48 fiber optic ring).	
<b>COMMENTS:</b> - Recommendation completed on month April 1999.	

<b>FINAL REPORT</b>
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